

RJReynolds

Tobacco Company

ELECTRONIC MAIL

September 12, 1995

<u>Sales</u>	<u>Retail</u>
1221	1222
1222	1223 20, 24, 27, 28
1223	1226
1224	1229
1225	ROM
1228	PC
1229	MC
1240	
1244	RSM

SC DENNIS R. BELLINGER
Senior Chain Accts Manager

PA
1000 Opdyke Rd.
Suite B-1A
Auburn Hills, MI 48326
810-475-5602
FAX - 810-475-5609

TO: ROU Please disseminate to affected divisions, retail managers and retail reps.

1110	1210	1310	1610
1710	2110	2210	6710

SUBJECT: KMART REQUESTS/REPAIRS

CID 0002-00-00 & 1471-00-00

We have been notified by KM Headquarters and/or their suppliers that the following Kmart stores located within your division are requesting attention. Please call on these stores and discuss the situation with the manager.

TERR #	SIS #	STORE	LOCATION	DESCRIPTION
112226	753869	7133	Augusta, ME	Permanent labels needed on carton & pack fixture. This store has not been set to new Kmart POG. Store has old PM single pack rack. PM pack rack needs to be replaced with RJR pack fixture. Store should have 16' of carton space. Please advise if it has more than 16'.
112627	106027	3288	Billerica, MA	Needs doors for single pack fixture. 8' Tobacco fixture needs doors and sides installed. Re-align doors on carton fixture.
113030	550303	4812	Attleboro, MA	Doors needed for single pack rack.
113122	570743	4867	Southbury, CT	Need price signs.** Permanent labels need on carton & pack fixture. Store Manager would like signs above carton display.

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TERR #	SIS #	STORE	LOCATION	DESCRIPTION
122320	591145	7476	Westbury, NY	Permanent labels need on carton & pack fixture.
122324	405679	3862	Sayville, NY	They are in need of new cigarette/tobacco fixtures. Doors falling off, broken & damaged. This is the 2nd request. See EM dated August 11, 1995.
122327	415265	3979	Levittown, NY	Permanent labels need on carton & pack fixture.
122328	597432	3937	Valley Stream, NY	Permanent labels need on carton & pack fixture.
132227	713614	3711	Glen Burnie, MD	Manager wants 8' tobacco fixture.
132623	280833	9133	Rio Grande, NJ	Carton doors don't stay shut.
162329	214691	3691	Clifton Park, NY	4' tobacco fixture needed
162330	175330	3129	Rensselaer, NY	4' extra space needed for cartons. Please check, store should not have more than 16' for carton fixtures. Please advise of status.
162330	767634	9597	Glenmont, NY	Wants to add 4' carton fixture. Store should not have more than 16' for carton fixtures. Please advise us of status.
163620	114704	4441	Pittsfield, MA	City ordinance requires a 4' locking tobacco fixture. Store has 4' high x 3' wide rolling rack. Rack may need sides.
163622	759652	3433	Holyoke, MA	Need price signs.**
163622	760373	7269	Westfield, MA	4' tobacco fixture needed
163627	769240	3372	Poughkeepsie, NY	Needs locked glass doors on fixtures.
163826	102855	4444	Fitchburg, MA	4' tobacco fixture needed
163829	657023	4928	Queensbury, NY	Wants to add 4' tobacco fixture.
173020	399211	4334	Erie, PA	Need Labels.
173020	418753	3927	Erie, PA	Need Labels.
173020	764573	7187	Erie, PA	Need Labels.
173026	399027	4113	Erie, PA	The signs on both sides have fallen. The store just puts them on the floor. Need Labels. Lower left hand side carton fixture door is broken.

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TERR #	SIS #	STORE	LOCATION	DESCRIPTION
173222	654743	4935	Moon Twp., PA	Store needs a 10' tobacco fixture. ASAP. Product currently in 4' section & 2 rolling carts. Check if 4' tobacco fixture can be used to make 10' tobacco. Please advise of status.
173226	035849	3616	Pittsburgh, PA	Store has lost the alarm key, please replace.
2124*	195462	4335	Kannapolis, NC	New fixture installed 2 mo. ago. Still not labeled. Please label.
212422	099297	7340	Durham, NC	Generic shelf on carton fixture & PFD need labeling.
212422	301733	4237	Durham, NC	PFD needs labeling.
213343	199602	7062	Sumter, SC	Carton fixture needs repairing. The back is off one section.
223323	533438	3867	Perry, GA	Carton fixture still with vertical load! Please reset according to POG dated 3/28/95. If store still has PM pack rack, please replace with RJR pack fixture.
672223	426617	3344	Kentwood, MI	PFD promotional shelf has fallen down. Please repair.
673226	600405	3938	Jackson, MI	Plastic on carton door is missing.

*These stores have "00" frequency. They do not have a retail rep assigned to them. Please, forward to someone to cover!

**You can order price signs through Renee Sanford, Material Coordinator, at the Detroit ROU

NOTE: All tobacco fixtures are cost share. The store pays 100% cost plus 30% for shipping and maintenance. Cost Share, Plan A form needs to be signed by manager.

RJR has just gone through a period of down sizing carton fixtures in Kmart stores. The national set is for 16' of carton fixtures. I know there are variances but please check the linear feet of carton fixtures and the stores sales volume, before ordering more fixtures.

Please, voicemail Maureen(840947) and advise of status of these stores. We would appreciate your prompt attention to this requests because they are from August 30, 1995. Thank you for your cooperation in this matter.

Sincerely,

Dennis

Dennis R. Bellinger
DRM/ms
KM\REQ09125.DOC

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